TiVo® DVR

from

Mediacom®
the power to simplify

Quick Guide

Glossary of icons

My Shows

(Green) This show will be saved until you delete it.

(Yellow circle) In less than three days, this show may be deleted to make room for other recordings you have requested, but only if space is needed.

(Yellow circle with exclamation point) In less than one day, this show may be deleted to make room for other recordings you have requested, but only if space is needed.

(Yellow triangle) In less than three days, this show **will** be deleted due to copyright restrictions.

(Yellow triangle with exclamation mark) In less than one day, this show **will** be deleted due to copyright restrictions.

(Red) This show is currently being recorded.

(Blue) This show is currently downloading or transferring.

Plain folder – contains more than one episode of the same series.

Folder with red or blue dot – contains a show that is currently recording (red) or downloading/transferring (blue).

Folder with white star – contains one or more shows recorded by a WishList® search.

Folder with Suggestions icon – contains all shows recorded as TiVo Suggestions.

This show is a TiVo® Suggestion. TiVo Suggestions are recorded only if space is available, and are the first to be deleted when space is needed.

TiVo box – for a TiVo box connected to your network.

To Do List and View Upcoming Episodes

(These icons appear beside shows scheduled to be recorded or downloaded.)

(Red) Show will be recorded as an individual recording (not part of a Season Pass® recording or WishList search).

(Red) Show will be recorded as part of a Season Pass recording.

Show will be recorded as part of a WishList search.

(Blue) Show will be downloaded as an individual download (not part of a Season Pass download).

(Blue) Show will be downloaded as part of a Season Pass download.

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Welcome

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Using this guide

Thank you for choosing a high-definition TiVo® DVR from Mediacom. The Quick Tours that follow will introduce you to the TiVo service, available in both HD and standard definition, and have you up and running in no time. For much more visit mediacomtoday.com/tivo.

Basic terms

When we talk about the TiVo service, here are some terms you should know:

Live TV. If you're watching a show as it's being broadcast, you're watching live TV. You can pause live TV for up to 30 minutes. When you resume watching, you're "behind" live TV. (You can always get to live TV by pressing the Live TV button on your remote).

Multi-tuner. A tuner is a device found inside DVRs, TVs, cable boxes — anything designed to receive TV signals, including the TiVo DVR. A tuner picks one channel to display; it "tunes" to that channel. Your TiVo DVR is a "multi-tuner" device, meaning that it has up to four tuners inside and, depending on how many tuners it has, can record up to four shows at once. Pressing the Live TV button while in live TV will switch between your tuners. See "Watching multiple shows at once" on page 27 for more information about switching tuners.

Streaming. With the TiVo DVR, you can stream shows to or from another TiVo DVR in your network or from a number of broadband sources.

Host/Client. When your TiVo DVR streams shows to another TiVo box, your DVR is a "host." When your TiVo DVR streams shows to another TiVo box, the TiVo box receiving the shows is the "client." And your DVR can be a client, too! When you stream shows from another TiVo DVR to your DVR, your DVR is a client.

TiVo with HD menus and TiVo with SD menus. If you have an HD TV and your TiVo DVR uses (wired or wireless) to connect to the TiVo service, you'll be able to use TiVo with HD menus! HD menus are optimized for HD televisions, and offer some additional features not found in TiVo with SD menus. If you have a standard definition TV, you'll still enjoy the core TiVo experience with classic TiVo menus! You can switch between HD and SD menus at any time. For instructions, see "Your starting point - the TiVo Central screen" on page 1.

TiVo service. If the TiVo DVR is the body, the TiVo service is the brains! The TiVo DVR uses the program information provided by the TiVo service to power the program guide, allow you to search for shows, and more.

CableCARD™ Decoder. Your TiVo DVR comes with the CableCARD already installed. You should not remove the CableCARD at any time.

Quick tour - The TiVo Central® screen

Your starting point - the TiVo Central screen

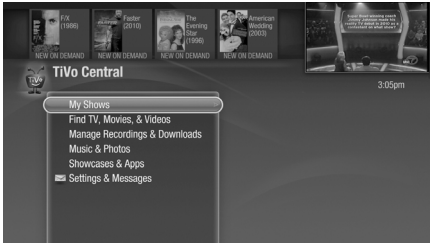
The TiVo Central screen is the starting point for just about everything you do with your TiVo® DVR from Mediacom. From the TiVo Central screen, you can see a list of all the shows you've recorded, find new shows to watch, explore great Mediacom On Demand choices, and more.

To get to the TiVo Central screen from live TV or any TiVo screen, just press the TiVo button on your remote control. Depending on how your TiVo DVR is set up, you will see either HD menus or SD menus:

- If your TiVo DVR is connected to an HD television, you have the TiVo with HD menus experience.
- If your TiVo DVR is connected to an SD television, you will see TiVo with SD menus.

To navigate the TiVo menus, use the remote control's arrow buttons to move to and highlight the option you want, then press the SELECT button. The LEFT arrow button often takes you to the previous screen.

To switch between HD and SD menus, select 'Settings & Messages' from the TiVo Central screen. Then select 'Settings,' then 'Displays,' then 'Choose TiVo Menus.'



TiVo with HD menus

TiVo with SD menus

The Video Window

The Video Window is located in the upper right corner of the TiVo Central screen and most other TiVo with HD menus screens, unless you choose to turn it off or temporarily hide it. The Video Window continues playing the show you were watching when you entered TiVo Central.

You can press PAUSE on your TiVo remote to pause the Video Window, and press PAUSE again to resume playing.

To temporarily hide the Video Window, press SLOW on your TiVo remote. Press SLOW again to restore the Video Window.

Press ZOOM on your TiVo remote to restore the Video Window to full screen on your HD TV.

If you'd rather permanently turn off the Video Window, from the TiVo Central screen select 'Settings & Messages,' then 'Settings,' then 'Displays,' then 'Video Window.'

Discovery Bar

The Discovery Bar is the bar of thumbnail images across the top of the TiVo Central screen and many other TiVo with HD menus screens. What you'll see in the Discovery Bar depends on what you record and mark as your favorites using the THUMBS UP button on your remote control. It's a great way to find new shows based on what your TiVo DVR knows you already like! And it doesn't contain only shows: you'll also find thumbnails for actors, collections of related shows and more.

Press the UP arrow to move up to the Discovery Bar, then the LEFT and RIGHT arrows to move around. Press SELECT on an image that interests you to open an information screen about that item.

Quick tour - My Shows

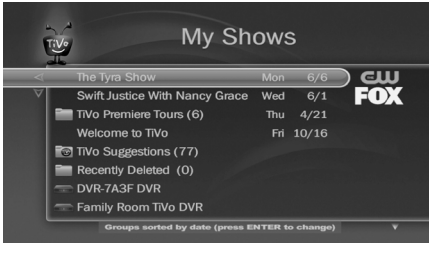
All the shows recorded by your TiVo DVR, including video podcasts and downloaded shows, appear on the My Shows screen. Icons to the left of the program's title tell you the recording's current status. See the Glossary of Icons on the inside front cover for details.

Highlight any title in My Shows (even a show that's still recording) and press PLAY to play the show from the beginning, or to resume playing from where you left off.

To delete an individual show or a group, highlight the show or group name and press CLEAR.

Highlight a title and press SELECT to open an information screen, where you'll be able to play, delete, or get more information about the show.

TiVo with HD menus



TiVo with SD menus

Available space

In TiVo with HD menus, a small bar underneath the words "My Shows" on the My Shows screen lets you know how much space you have available for new recordings on your TiVo DVR. If you don't want to see the amount of space used, press the yellow A button on your TiVo remote while viewing the My Shows screen to hide the bar.

Sorting shows

You can view My Shows either alphabetically by title (from A to Z) or by date recorded.

- In TiVo with HD menus, press the blue B button on your TiVo remote to change how the list is sorted. Press it again to switch back.
- In TiVo with SD menus, press ENTER on your TiVo remote while viewing the My Shows list to see 'My Shows Options.' Then highlight 'Sort,' and press the RIGHT arrow to choose 'Alphabetically.' Select 'View My Shows with these options.'

When viewing the My Shows list, use the CHAN UP/DOWN buttons on your remote control to jump an entire page at a time, or use the ADVANCE button to jump to the bottom of the My Shows list.

Grouping shows

When you're using TiVo with SD menus, you can sort or group shows right from your My Shows list: press 1 on your remote control to change the sort order, or press 2 to turn Groups on or off.

When Groups are on, shows are organized into folders, and a number in parentheses to the right of each folder shows how many shows it contains. If you've recorded several episodes of the same show, they can all be collected into a group. You'll also see groups for HD recordings, TiVo Suggestions (if you have auto-recording of Suggestions turned on), and auto-recording WishList® searches.

Groups are on by default. To turn them off, do one of the following:

- In TiVo with HD menus, press the red C button on your TiVo remote to turn groups off. Press it again to turn Groups back on.
- In TiVo with SD menus, press ENTER on your TiVo remote while viewing the My Shows list to see 'My Shows Options.' Select 'Groups,' then press the RIGHT arrow to choose 'Off.' Then select 'View My Shows with these options.'

Deleted shows go to the Recently Deleted group, where they remain until space is needed for new recordings.

Even if Groups are turned off, you'll see the Recently Deleted group at the bottom of the My Shows list. Shows you delete go to the Recently Deleted group, where they remain until space is needed for new recordings.

A show's title may appear in more than one group, even though there is only one recording of the show. For example, you might have several episodes of a show in that show's group, and the same titles in the HD Recordings group, which includes all shows recorded in HD. When you delete a show in one group, the title also disappears from any other group.

When your shows are grouped, you can highlight the group name and press PLAY to play all of the shows in the group in sequence, beginning with the oldest.

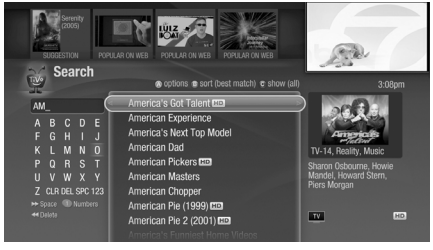
Program details

You can highlight any show in My Shows and press SELECT to see the program details screen, which offers these options:

- **Play** (or **Resume playing** if you're returning to a partially watched show).
- **Keep until...** (TiVo with SD menus and certain recordings in TiVo with HD menus) By default, recordings are saved until space is needed for new shows. But you always have the option to keep a show for as long as you want. Just select 'Keep until...' and on the next screen, choose 'Keep until I delete' or specify that the show be kept until a specific date you choose.
- **Delete now** (or **Stop recording** if recording is in progress).
- **Bonus features** (TiVo with HD menus only).
- **Explore this show** Find details about the show, including information about upcoming episodes and cast members.
- **More options** view upcoming episodes or broadcasts of a show or movie, or get a Season Pass® recording of a series. In TiVo with HD menus, select 'More Options' to choose how long to keep a recording (by default, recordings are saved until space is needed for new ones).

Quick tour - Finding & recording shows

Your options for finding shows to record will depend on whether you're using TiVo with HD menus or TiVo with SD menus. Either way, you're sure to find just what you're looking for.



When you search for shows using the TiVo App on your tablet or mobile phone, you don't have to use a letter grid to select letters. Instead, you can enter search terms using the device's on-screen keyboard. Just download and install the TiVo App on your mobile device to get started.

Finding & recording shows using TiVo with HD menus

If you're using TiVo with HD menus, you can search by show title, episode title, show description, or person name (actor, director, etc.). The TiVo service searches upcoming TV shows, movies, web videos, and Mediacom On Demand offerings all at the same time.

1. From the TiVo Central® screen, select 'Find TV, Movies, & Videos,' then choose 'Search.'
2. Use the letter grid to spell out the title, person, or word you're looking for. Press the arrow buttons to move around, then press SELECT on each letter you want. As you select letters, a list of possible matches sorted by popularity appears on the right. For example, if you enter the letters HOW, you might see matches for the TV show "How I Met Your Mother," the movie "How To Lose A Guy In Ten Days," and the director Ron Howard. Results are sorted by popularity, with better matches higher in the list.
3. Keep selecting letters until you see what you're searching for. If you make a mistake, you can press CLEAR to erase everything, or REWIND to erase one letter at a time. Insert a space by pressing FAST FORWARD.
4. Use the RIGHT arrow to highlight the show or person name, and press SELECT to view the information screen.
5. For a show, select 'Get this show' to record the next showing or to set up a Season Pass® recording.

From the information screen, you can also view upcoming episodes or an episode guide, learn more about cast members, and access bonus features!

Finding & recording shows using TiVo with SD menus

If you're using TiVo with SD menus, you can search by title:

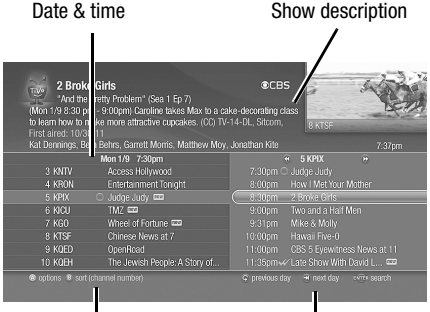
1. From the TiVo Central screen, select 'Find Shows,' then 'Search by Title.'
2. Choose whether to narrow the search to a particular category and sub-category, or select 'All shows.'
3. Use the letter grid to spell out the title. Use the arrow buttons to move around, then press SELECT on each letter you want. (Skip "a," "an," or "the.") As you select letters, an alphabetical list of shows appears on the right. Keep selecting letters until you see your show.

   If you make a mistake, you can press CLEAR to erase everything, or REWIND to erase one letter at a time. Insert a space by pressing FAST FORWARD.
4. When you see your show, press the RIGHT arrow to move to the list. Then use the UP/DOWN arrows to highlight your show, and press SELECT. The show information screen shows your available options.
5. To record the show, select 'Record this episode.' You can also choose to schedule a Season Pass recording or view upcoming episodes of the show.

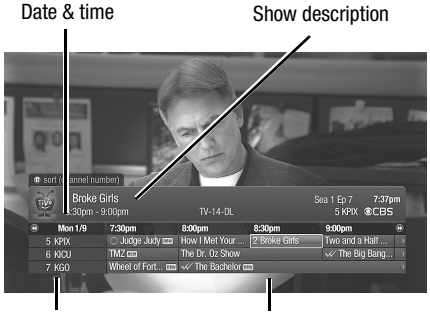
When you search for shows using the TiVo App on your tablet or mobile phone, you don't have to use a letter grid to select letters. Instead, you can enter search terms using the device's on-screen keyboard. Just download and install the TiVo App on your mobile device to get started.

Using the guide and mini-guide to find shows

TiVo Live Guide



Mini-Guide



The on-screen program guide displays up to two weeks of TV programming at the touch of a button — the GUIDE button on your TiVo remote. You can choose to display the guide as a grid, or use the TiVo Live Guide. When you're viewing the guide, press the A button to display Guide Options and choose the view you want.

The mini-guide is a smaller version of the program guide. It shows you what's coming up on the channel you're watching and the next two channels. Press SELECT while watching live TV to bring up the mini-guide.

In the grid guide, TiVo Live Guide, and mini guide, new shows are marked with a NEW icon. Shows that are currently recording have a red circle icon next to the title, while shows that are scheduled to record are marked with a check mark (for individual shows) or double check mark (for Season Pass recordings.)

To move around in the guides (TiVo Live Guide, grid guide, or mini-guide):

- Press FAST FORWARD to move the displayed time ahead one half-hour at a time, or press REWIND to move it backward.
- Press ADVANCE ® to jump 24 hours ahead, or REPLAY ® to jump 24 hours back.
- Press SELECT on a show in progress, and the channel changes to that show. Press RECORD to record it.
- Press SELECT on an upcoming show, and you'll see a screen with recording options. Set up your recording or press LEFT to go back to the guide.
- Don't see what you're looking for? Press ENTER while viewing the full program guide to jump directly to the Search screen.

Choosing channels for the guide

You can use the Guide Options screen to choose which channels to display in the guide.

All Display all channels available from Mediacom, even channels you don't receive.

My Channels Display only the channels that are checked in the Channel List (recommended).

Favorites Display only the channels you rated as your favorites in the Channel List.

Finding more showings

For a comprehensive list of all upcoming showings of a program, including repeats:

- In TiVo with HD menus, select the show from the guide, then select 'Season Pass & other options,' then choose 'Upcoming' from the program details screen. You can use this list to choose the showing that you want to record.
- In TiVo with SD menus, select the show from the guide, then select 'Season Pass & other options,' then 'View upcoming episodes.' You can use this list to choose the showing that you want to record.

Upcoming Episodes
American Chopper has the following upcoming episodes:
American Chopper 4/27 12:00pm 22 DSC
American Chopper 4/27 1:00pm 22 DSC
American Chopper 4/28 8:00am 22 DSC
American Chopper 4/30 12:00pm 22 DSC
American Chopper 4/30 1:00pm 22 DSC
American Chopper 4/30 3:00pm 22 DSC

Recommended shows

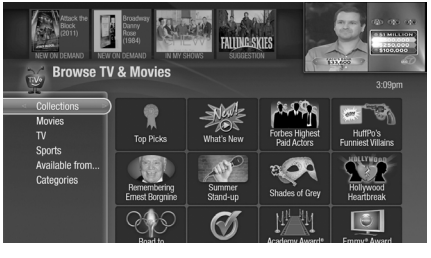
With all the programming available to your TiVo® DVR, sometimes you might want show recommendations. The TiVo service is here to help: the Discovery Bar, Collections, and Top Picks (all available on TiVo with HD menus) and TiVo Suggestions (available on both TiVo with HD menus and TiVo with SD menus) put a variety of recommendations at your fingertips.

The Discovery Bar

When you use TiVo with HD menus, the Discovery Bar appears at the top of most TiVo screens. What you'll see in the Discovery Bar depends on you! Often, Discovery Bar displays ideas for show you might like based on what shows you record and mark as your favorites. For example, if you record the show "American Idol," the Discovery Bar might display thumbnails for other shows, like "So You Think You Can Dance." It all depends on what you're interested in and what's available to you.

The Discovery Bar is also displays lots of other great viewing options: popular shows or sports events that are playing on live TV, items from your My Shows list, TiVo Suggestions, new video on demand shows, and more!

You can customize what appears in the Discovery Bar by going to 'Settings & Messages,' then 'Displays,' then 'Customize Discovery Bar.'



Collections

When you use TiVo with HD menus, you can browse collections, or groups of shows on related subject matter recommended by the TiVo service, partners, or video providers. Find Collections by choosing 'Find TV, Movies, & Videos' from the TiVo Central screen, then choose 'Browse TV & Movies,' then 'Collections.'

When viewing a collection, press the A button on your remote control to see options, or the B button to change the sort order.

Top Picks

Top Picks are recommended shows, movies, video providers (like Netflix or Amazon), or collections. When using TiVo with HD menus, find Top Picks by choosing 'Find TV, Movies, & Videos' from the TiVo Central screen, then choose 'Browse TV & Movies,' then 'Top Picks.'

TiVo Suggestions

When using either TiVo with HD menus or TiVo with SD menus, you can rate any show — whether it's live, recorded, or listed in the program guide — by pressing the THUMBS UP ® or THUMBS DOWN ® button on your remote. You can give a show up to three Thumbs Up (great!) or three Thumbs Down (terrible!).

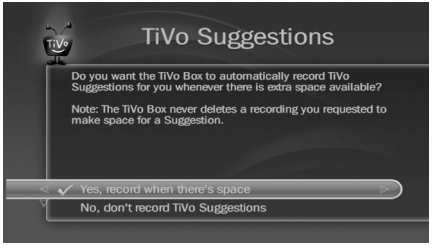
TiVo Suggestions uses these ratings to create a list of shows you might like. The more shows you rate over time, the better TiVo Suggestions will get at finding interesting shows for you.

When using TiVo with HD menus,you can also use the THUMBS UP button to mark any video provider, category (like sports or cooking), or collection (like award-winning movies or holiday shows) as a favorite.

Auto-recording TiVo Suggestions

When your TiVo DVR has available space, it automatically records TiVo Suggestions. But you don't ever need to worry about recorded Suggestions taking up space — here's why:

- TiVo Suggestions never replace shows you record, or prevent your shows from being recorded.
- TiVo Suggestions are always the first shows deleted to make room for your recordings.


TiVo Suggestions
Do you want the TiVo Box to automatically record TiVo Suggestions for you whenever there is extra space available?
Note: The TiVo Box never deletes a recording you requested to make space for a Suggestion.
Yes, record when there's space
No, don't record TiVo Suggestions

If you'd prefer not to record TiVo Suggestions automatically, you can turn them off. From the TiVo Central screen choose 'Settings & Messages,' then 'Settings,' then 'Recording,' then 'TiVo Suggestions.'

On the TiVo Suggestions screen, choose 'No, don't record TiVo Suggestions.' You can still see the TiVo Suggestions list and choose to record individual shows.

Watching TiVo Suggestions

Recorded suggestions appear in the TiVo Suggestions group inside the My Shows list. You can watch, save, or delete them just like any other shows.

Viewing the Suggestions list

You can easily review a list of upcoming TiVo Suggestions.

- When using TiVo with HD menus, from the TiVo Central screen choose 'Find TV, Movies, & Videos,' then 'Browse TV & Movies,' then 'TV,' then 'Suggestions.'
- When using TiVo with SD menus, from the TiVo Central screen choose 'Find Shows,' then 'TiVo Suggestions.'

To make sure a show records, highlight it and press SELECT on your remote. You can also use THUMBS UP or THUMBS DOWN to rate shows in this list and improve future recommendations.

To display a list of all shows that you've rated, while viewing the upcoming TiVo Suggestions screen, press ENTER on your remote to see the Review Thumbs screen. Then, highlight a show and use the THUMBS UP and THUMBS DOWN buttons on your remote to change its rating.

Any time you choose to record a show, it automatically gets one Thumbs Up.

Season Pass® recordings

A Season Pass recording automatically records every episode of a series that airs on a certain channel — even if the day or time changes! Just select a show from the guide or your search results, and choose ‘Get a Season Pass.’

If the TiVo service finds any conflicts in scheduling upcoming episodes of the Season Pass recording, you’ll be asked to choose whether you want to keep the previously scheduled recording or record the new show instead.

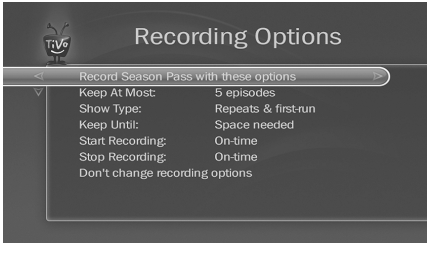
Season Pass Recording Options
Record Season Pass with these options
Don't record this Season Pass
Channel: 47 AETV
Record: NEW & reruns
Keep at most: 10 episodes
Keep until: Space needed
Start recording: On time
Stop recording: On time
THE GLADES

TiVo with HD menus

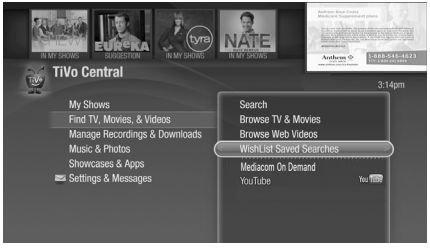
Season Pass recording options

When you set up a Season Pass recording, you can choose how many episodes to keep and how long to keep them using Recording Options. Choose ‘First run only’ if you want to skip the re-runs.

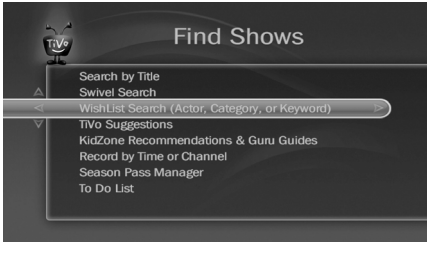
You can cancel the recording of any episode in a Season Pass recording collection by highlighting the title in the To Do List and pressing CLEAR. You can delete the entire Season Pass recording collection or change recording options using the Season Pass Manager.


Recording Options
Record Season Pass with these options
Keep At Most: 5 episodes
Show Type: Repeats & first-run
Keep Until: Space needed
Start Recording: On-time
Stop Recording: On-time
Don't change recording options

TiVo with SD menus



TiVo with HD menus



TiVo with SD menus

Creating WishList® searches

A WishList search finds shows that match your search criteria on any channel you receive — and it keeps on searching for as long as you keep the WishList search.

You can search for something specific by creating a WishList search with multiple criteria: for instance, you might create a WishList search for actor George Clooney, category Movies, and sub-category Action. This WishList search would find action movies starring George Clooney.

You can even use WishList searches to find something *very* specific. For example, the Keyword GIANTS with category Football would find Giants football games, but not Giants baseball games.

If you choose to auto-record matches to your WishList search, you'll find any recorded matches in your My Shows list. WishList recordings are marked with a star .

Creating a WishList search

Creating a WishList search is simple:

1. From the TiVo Central screen, do one of the following:

- When using TiVo with HD menus, choose 'Find TV, Movies, & Videos,' then 'WishList Saved Searches.'
- When using TiVo with SD menus, choose 'Find Shows,' then 'WishList Search.'

2. Select 'Create a WishList Search.'
3. Next, start choosing criteria for your WishList search. You can choose any or all of the following:

Keyword Search for shows with specific words in the show or episode title, description, actor, director, year, or category.

Title Keyword Search for shows with specific words in the show or episode title.

Actor Search for shows with your favorite actor.

Director Search for shows by a specific director.

Category Search for specific categories and sub-categories of shows (for example, action movies or nature documentaries).

4. After entering your initial search criteria, you'll return to the Create WishList Search screen. Continue adding as many search criteria to your WishList search as you like. For instance, you could create a WishList search like this:

   - Keyword: Pirate
   - Actor: Johnny Depp
   - Category: Movies

   Your results would include only pirate movies starring Johnny Depp.

5. The TiVo service automatically assigns a name to your WishList search. To assign a different name, select 'WishList Name.'

6. When you're finished entering search criteria, select 'Done creating this WishList Search.'

After you've created the WishList search, you can do any of the following:

View upcoming programs You'll see a list of shows airing in the next two weeks or so that match your WishList search criteria. You can choose to record individual shows from the list.

Not all actor or director names may be listed. To search for a name that is not on the list, enter the name in the format: LAST NAME, FIRST NAME. (You must match the spelling of the name exactly, and you must use a comma).

Auto-record WishList programs Your TiVo DVR will automatically record any shows matching your Wishlist search criteria until you modify or delete the WishList search.

Edit or delete Wishlist search You can change the WishList search — for example, to correct a misspelling or to add a category to narrow the results — or cancel it.

You can use the asterisk only at the end of a keyword, not to omit letters at the beginning or in the middle of a word.

Using the Asterisk (*) in WishList Searches

To search for similar words in a Keyword or Title WishList, use the asterisk (*) as a wild card symbol that replaces the endings of words. For example, the keyword AIRP* would find shows containing “airport,” “airplane,” “airplanes,” as well as the movie “Airplane!” To enter an asterisk, press the SLOW button on the remote.

Auto-recording a WishList search

The more specific a WishList Search is, the better suited it is to auto-recording. For example, a Category WishList Search for the category Documentary would find every upcoming documentary. You might not want to record them all, but you could occasionally browse the search results list and choose the ones you do want to record.

You can set a WishList search to auto-record, and it will record every show it finds, on any channel you receive.

Each auto-recording WishList Search and its upcoming recordings are marked with a star in To Do List and the Season Pass Manager. If you want to be sure that all matching shows are recorded, give the auto-recording WishList search a high priority in the Season Pass Manager.

Finding shows online

Using tivo.com

You can schedule a recording within an hour of its air time from any place that you have access to the Internet!

Schedule recordings on your TiVo DVR at home from any computer with Internet access and a standard web browser. Go to tivo.com/tco to search for shows by time, title, keyword, or actor/director. Schedule a single episode, or set up a Season Pass recording with all the options you have on your TiVo DVR at home. You can even set the show not to record if it conflicts with a recording already scheduled on your TiVo DVR.

To schedule recordings online:

1. Go to tivo.com/tco and sign in.
2. In the upper right corner of the Find TV Shows page, select the name of the TiVo DVR for which you want to schedule recordings.
3. Use the simple or advanced search of your TV listings, browse by category or channel, or search the TV Listings Guide.
4. From the list of search results, click the name of a show and choose either '1-Click Record,' '1-Click Season Pass,' or 'Record with Options.'

Using TiVo Mobile

With TiVo Mobile, you can access TV listings and schedule shows to record on your TiVo DVR, all from your web-enabled mobile phone. Just launch your phone's web browser and go to m.tivo.com.

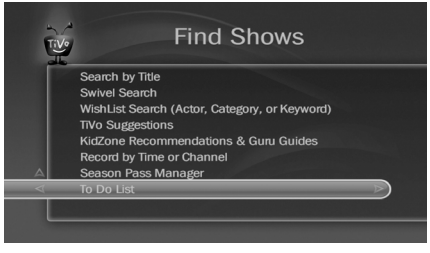
Once you sign in, you can search by show title, actor, or director; view Daily Picks; find the Most Popular shows; or browse by category.

Using your smart phone or tablet to schedule shows

You can schedule shows on your TiVo DVR using your smart phone or tablet using the TiVo app.

For more information on using your smart phone or tablet with your TiVo DVR, go to tivo.com/howto and click on "Scheduling, remotes, & mobile devices."

TiVo with HD menus



TiVo with SD menus

In the To Do List, individual recordings are marked with a single check mark: ✓

Season Pass® recordings and manual repeating recordings are marked with a double check mark: ✓✓

Auto-recording WishList® searches are marked with a star:

Managing recordings

The To Do List shows all your scheduled recordings and lets you change recording options or cancel recordings. The Season Pass Manager prioritizes all your repeating recordings and lets you manage conflicts and set options.

Using the To Do List

To view the To Do List:

- When using TiVo with HD menus, from the TiVo Central screen choose 'Manage Recordings & Downloads,' then 'To Do List.'
- When using TiVo with SD menus, from the TiVo Central screen choose 'Find Shows,' then 'To Do List.'

You'll see a list of all shows scheduled to record in the next two weeks or so. Press SELECT on any show to see available options.

Canceling a recording

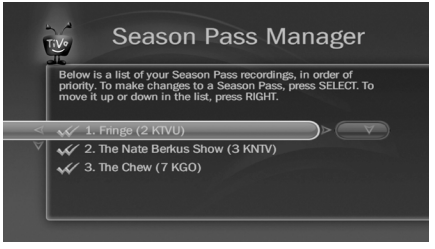
To cancel a recording, just highlight the show title on the To Do List and press CLEAR.

Viewing Recording History

Choose 'View Recording History' on the To Do List if you're curious why a particular show or episode was not recorded, why it's not scheduled to record, or when it was deleted from your My Shows list. The Recording History is organized by date; use the UP/DOWN arrows to browse the shows in the list. Select the show's title for more information about it.

Note: A show will not be recorded if it appeared in your My Shows list or To Do List in the previous 28 days.

Using the Season Pass Manager


Season Pass Manager
Below is a list of your Season Pass recordings, in order of priority. To make changes to a Season Pass, press SELECT. To move it up or down in the list, press RIGHT.
1. Fringe (2 KTVU)
2. The Nate Berkus Show (3 KNTV)
3. The Chew (7 KGO)

Season Pass recordings are prioritized by the order in which you set them up: the first has highest priority, and so on.

To view the Season Pass Manager:

- When using TiVo with HD menus, from the TiVo Central screen choose ‘Manage Recordings & Downloads,’ then ‘Season Pass Manager.’
- When using TiVo with SD menus, choose ‘Find Shows,’ then ‘Season Pass Manager.’

Use the UP/DOWN arrows to highlight a repeating recording, and press RIGHT to highlight the arrows to the right of the title, then use the UP/DOWN arrows to move the selected title up or down in the list.

Because your TiVo DVR has up to four tuners, recording conflicts should be minimized. However, when too many shows are scheduled to record at the same time, only the shows with the highest priorities are recorded.

Editing a repeating recording

You can also use the Season Pass Manager to view and change recording options, view upcoming episodes, or cancel Season Pass recordings or auto-recording WishList searches. Highlight the show title and press SELECT to view available options.

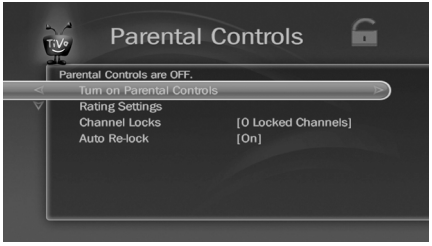
Quick tour - Parental Controls and KidZone

Your TiVo DVR gives you two great ways to make sure your family has access to only those shows you want them to watch.

- Use Parental Controls to set limits on movie and television ratings, to lock specific channels, and to prevent viewing of recorded shows that violate the settings you choose.
- Use KidZone to set up an environment where only age-appropriate channels and recordings are available. Children cannot set up new recordings or change any settings on the TiVo DVR.

Note: KidZone is available only when you use TiVo with SD menus, not when you use TiVo with HD menus. See page 1 for information on switching from TiVo with HD menus to TiVo with SD menus.

Using Parental Controls



From the TiVo Central screen, choose ‘Settings & Messages,’ then ‘Settings,’ then ‘Parental Controls.’ (Or, select the padlock icon from the large channel banner.)

The padlock icon in the channel banner shows the current state of Parental Controls.

Off No password or controls are set. The icon is dim and unlocked.

On Password and controls are set. The icon is bright and locked.

Temporarily Off Controls are set but turned off. The icon is bright and unlocked.

Changing Parental Controls settings

Once Parental Controls are on, you must enter your Parental Controls password to change any Parental Controls settings.

Turn on Parental Controls Use the number buttons on the remote control to enter a four-digit password, then enter the same password again for confirmation.

Turn off Parental Controls Enter the password, and press SELECT. When Parental Controls are off, the password is deleted and anyone can view any shows or watch any channels.

Temporarily turn off Parental Controls Either enter the password to watch a show or channel, or select 'Temporarily turn off Parental Controls' from the Parental Controls screen. When Parental Controls are temporarily turned off, any show or channel can be viewed, but the password is still required to change Parental Controls settings.

Auto Re-lock When Parental Controls are temporarily turned off, they re-lock automatically after four hours of no remote control activity. Parental Controls won't re-lock in the middle of a show. Use this setting to disable Auto Re-lock.

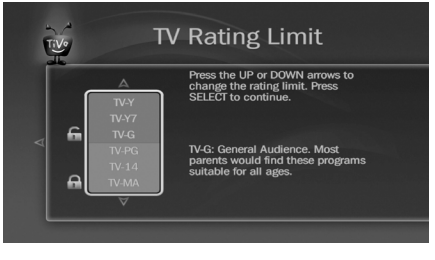
Change the Password While Parental Controls are on, select 'Change Password' from the Parental Controls screen. Enter a new password, then re-enter the new password to confirm.

When you turn Parental Controls off, your password is deleted. You may prefer to temporarily turn off Parental Controls, so that another person in your household does not choose a new password.

Adjusting ratings settings for TV and movies

Movies originally meant for release to theaters have a different rating system from shows made for TV. Use rating limits to set rules for both rating systems, as well as for specific types of TV content. Select the rating type to change it.

TV/Movie rating limits Ratings shaded in green are not locked; ratings in red are locked. Use the UP/DOWN arrows to adjust which ratings are locked.


TV Rating Limit
Press the UP or DOWN arrows to change the rating limit. Press SELECT to continue.
TV-Y
TV-Y7
TV-G
TV-PG
TV-14
TV-MA
TV-G: General Audience. Most parents would find these programs suitable for all ages.

Block by TV content Types of content marked by broadcasters as able to be blocked are listed. Select each type of content you want to block, then use the UP/DOWN arrows to adjust which ratings are blocked (shaded in red).

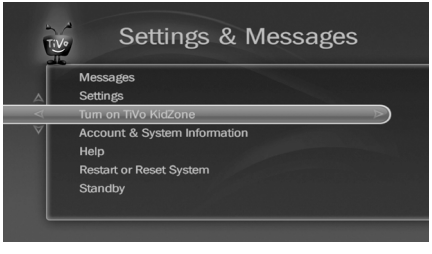
Block Unrated Programs Some movies and TV shows are unrated. Use this setting to block all unrated movies or TV shows.

Manage Other Ratings Additional regional ratings may be available.

Locking channels

When a channel is locked, the Parental Controls password must be entered to view the channel. You can lock specific channels, or all channels.

Using KidZone



KidZone creates a child-friendly environment on your TiVo DVR. In KidZone, only age-appropriate channels and recordings are visible. Children cannot set up new recordings or change any settings on the TiVo DVR.

Turning on KidZone

To use KidZone, you must be using TiVo with SD menus. Go to the TiVo Central screen and choose ‘Settings & Messages,’ then ‘Turn on TiVo KidZone.’ Choose the appropriate age range and create a password.

You’ll be able to further customize which shows should appear in KidZone from within KidZone itself or by selecting ‘KidZone Settings’ from the ‘Settings & Messages’ screen (or selecting the KidZone icon in the large channel banner) after KidZone is turned on.

KidZone and Parental Controls cannot be used together. Setting up KidZone clears all Parental Controls settings and turns off Parental Controls.

Watching shows in KidZone

When KidZone is turned on, your kids get their own My Shows list. To enter KidZone, select Enter TiVo KidZone from the top of your My Shows list.

- The KidZone My Shows list contains only the shows allowed by the KidZone settings you choose.
- While watching live TV in KidZone, the only channels available are those your children have permission to watch. Pressing the CHANNEL UP and CHANNEL DOWN buttons on the remote changes the channel only to allowed channels, skipping channels that are not allowed in KidZone. In KidZone, you cannot use the number buttons to change channels.

Adding Shows to KidZone

To add pre-approved shows to your kids' My Shows list, go to 'KidZone My Shows' and select 'Add Programs and Change Settings.' You'll find three options for adding shows:

Add Programs to KidZone
View TiVo KidZone Guides
Add Programs from My Shows
Find Programs to Record or Hide
KidZone Settings

View TiVo KidZone Guides KidZone guides automatically record pre-selected kid-friendly content to your network-connected TiVo DVR. Choose a Guide from the list, then select 'Get This Guide.'

Add Programs from My Shows Use this option to add shows from *your* My Shows list to the KidZone My Shows list. Use the SELECT button on your remote control to check the boxes next to each show you want to add to KidZone.

Find Programs to Record or Hide Use this option to find shows as you would outside of KidZone (for example, by using Search). When you select a show to record, select 'Options' and set 'Allow in TiVo KidZone' to Yes.

You can hide an upcoming show so that it will not appear in live TV. Just search for the show, then select Hide from KidZone on the program information screen.

Hiding shows in KidZone

To make sure your kids can't see a particular show, go to 'KidZone My Shows' and select 'Add Programs and Change Settings.' Use either of these options for hiding shows:

Add Programs from My Shows Hide shows previously added from your My Shows list. Use the SELECT button on your remote control to uncheck the boxes next to each show you want to hide.

Find Programs to Record or Hide Use this option to find shows as you would outside of KidZone (for example, by using Search). When you select a show to record, select 'Options' and set 'Allow in TiVo KidZone' to No.

Adjusting KidZone settings

KidZone settings include the following:

- **KidZone Channels** Select channels to allow or block when watching live TV in KidZone.
- **Change Age Range** Change the age range most appropriate for your household. KidZone chooses content based on this range.
- **Change Password** Change your KidZone password.
- **Modify Rating Settings** Restrict viewing depending on a show's content rating.
- **Clear KidZone Program Settings** Clear choices you have made. This will not clear the rating settings or the KidZone channels list.

Exiting and Turning off KidZone

Select ‘Exit TiVo KidZone’ from the top of ‘KidZone My Shows.’ You must enter the password to exit KidZone. The TiVo DVR automatically re-enters KidZone after four hours of no TiVo remote activity.

You can turn off KidZone permanently by choosing ‘Settings & Messages,’ then ‘KidZone Settings,’ then ‘Turn off KidZone.’ You can always get KidZone again if you change your mind.

Turning off KidZone clears any choices you have made about the age range, channels, or rating limits. If you later decide to get KidZone again, you will be prompted to make these choices again.

Quick tour - Watching live TV

When you're watching a show as it's broadcast, you're watching live TV. Press the LIVE TV button to go to live TV from any TiVo screen.

Moving around in time

1. First, press the PAUSE button. You can pause live TV for up to 30 minutes.

   When you pause live TV, you see a status bar showing a one-hour period. The green segment shows the portion of the hour that has been saved by your TiVo DVR. The white line marks your current point in time. When the white line is back in the green segment, you're "behind" live TV.

2. Press PLAY to continue watching the show. Next, press REWIND and the show rewinds. Press REWIND a second time to rewind faster, and a third time to go at triple speed. Press PLAY at any time to return to normal speed.
3. Press PAUSE again, and, with the show paused, press FAST FORWARD to move a small step forward. Press REWIND to move a small step back. Press PLAY to resume watching at normal speed.
4. Press the REPLAY button. The show jumps back 8 seconds — useful for when you miss a great sports play or a bit of dialog, or for when you fast forward too far.
5. Press REPLAY again, then immediately press SLOW to see your own slow-motion replay.
6. Press the ADVANCE button. You'll instantly move forward 30 seconds.

7. Press and hold the ADVANCE button and presto! You're caught up to live TV.
8. Press and hold the REPLAY button to skip back to the beginning of the saved portion.

Changing channels

To move one channel at a time, press CHANNEL UP/DOWN on the TiVo remote.

To go to a specific channel, use the numbers on your remote control, then press ENTER. (If you don't press ENTER, the channel changes automatically after a few seconds.) To jump back to the previous channel on the same tuner, press ENTER again.

Tired of channel surfing? Press GUIDE to display the program guide. Highlight any show and press SELECT. If the show is currently on, the channel changes. If the show is on later, you'll see options to record it.

Watching multiple shows at once

Depending upon how many tuners your TiVo DVR has you can watch (and record!) up to four different live TV channels at the same time — one on each tuner. Go ahead, try it:

1. First, press PAUSE to pause the live TV show you're watching. Let's call the tuner you're watching "Tuner 1."
2. Press the LIVE TV/Swap button to switch to the next tuner, "Tuner 2." Whenever you press LIVE TV/Swap, you'll switch to the next tuner in line.

   Note: You may see the same channel on more than one tuner.
3. Change the channel if you like, watch the new show for a few moments, then press LIVE TV/Swap again to switch to Tuner 3.
4. Change the channel, watch for a few moments, then press PAUSE.

5. Press LIVE TV/Swap again to switch to Tuner 4. Again, change the channel, watch for a few moments, then press PAUSE.
6. Press LIVE TV/Swap as many times as necessary to switch through all the tuners and back to Tuner 1. Notice that the first show you were watching is still paused. Press PLAY (or PAUSE again) to continue watching the show.
7. Press LIVE TV/Swap to switch to Tuner 2. Because you didn't pause this show, it's still playing. Press REWIND to watch the part of the show you missed. Press PLAY to start playing.
8. Continue pressing LIVE TV/Swap to again switch through all the tuners and back to Tuner 1. Shows you that paused are still paused; shows you were watching are still playing. You can rewind them to catch what you missed!

Recording the show you're watching

You can always record the show you're watching — just press RECORD while watching a specific tuner — or on other tuners to record multiple shows at once. On the screen that appears, select 'Record this showing.' Select 'Season Pass & other options' for more choices.

Recording the saved portion

Up to 30 minutes of the current channel's broadcast is always being saved, even when you're not recording. When you change channels, the TiVo DVR clears the saved portion on the tuner you're watching and starts saving again on the new channel. So, if the saved portion is important to you, either record the program or don't change the channel.

To record the saved portion in addition to the rest of the program, choose 'Record this showing.'

Stopping a recording

You can stop any recording in either of two ways: select the title in your My Shows list, then select ‘Stop recording;’ or, press the RECORD button in live TV, then choose ‘Stop the current recording.’

Getting information with the channel banner

The channel banner displays the show’s title, description, ratings, and other information. It appears whenever you change the channel. To view the channel banner while watching a show, press INFO.

The channel banner can be displayed in three different sizes. Press the RIGHT arrow to cycle through the sizes of the channel banner. Press the LEFT arrow or CLEAR to hide it.

Icons in the large version of the channel banner are shortcuts to corresponding features. Use the UP/DOWN arrows in the large channel banner to highlight an icon, then press SELECT.

Record Record the show you’re watching. If a recording is in progress, select this icon to stop the recording.

Tuner Swap Select this icon to see what’s playing on the other tuners.

Audio Select this icon for alternate audio tracks, if available.

Dolby® Digital audio The Dolby Digital audio icon indicates that a digital audio track is available.

Parental Controls. If Parental Controls are off, the lock icon appears unlocked and dim. If they are on, the icon is locked and bright. If they are temporarily off, the icon is unlocked and bright.

KidZone When KidZone is turned on, the KidZone icon is displayed instead of the Parental Controls lock icon. If you're using TiVo with HD menus, KidZone is unavailable.

Closed Caption Toggle closed captioning on or off.

Quick tour - Streaming or transferring shows

When other TiVo DVRs are connected to the same network as your TiVo DVR, you can watch shows saved on your other TiVo DVRs by streaming or transferring them to your DVR. You can also stream shows directly from some video providers.

1. From the TiVo Central screen, select 'My Shows.'
2. At the bottom of the My Shows list, highlight the TiVo DVR you want to stream or transfer shows from.
3. Press SELECT to see the other TiVo DVR's My Shows list.

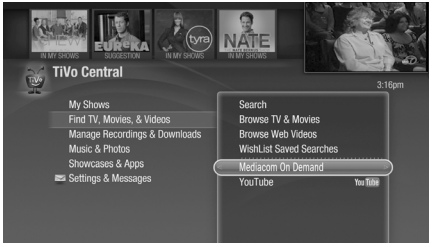
   Note: Some shows cannot be streamed or transferred due to the copy protection assigned them by the program provider. These shows are usually marked with a red circle-slash icon.
4. Find the show you want to streamed or transfer from the other TiVo DVR. Highlight it and press SELECT.

   If you are streaming the show, you can start to watch it immediately. If you are transferring the show, you can choose to watch it as it transfers, or continue browsing and choosing shows to transfer.

You can pause, rewind, fast forward, and play streaming video or transferred shows in slow motion just as you would live TV!

HD shows cannot be transferred to standard-definition DVRs. Shows that cannot be transferred because of this or due to copy protection are marked with the red circle-slash icon.*

*Not all programming may be transferred using the Multi-Room Viewing or TiVoToGo™ features due to the use of copy protection mechanisms permitted under the FCC's encoding rules. Some shows cannot be transferred due to the copy protection assigned to them by the program provider. These shows usually are marked with a red circle-slash icon (47 C.F.R. 76.1904).



TiVo with HD menus

TiVo with SD menus

Quick tour - How to use Mediacom On Demand

Your Tivo DVR has access to tons of movies, TV shows, and videos on demand. Here's how to get the most out of the Mediacom On Demand service.

Finding a Mediacom On Demand video

With all of the choices available from Mediacom On Demand, you're sure to find something great to watch. Here's how.

To access the Mediacom On Demand catalog:

1. Press the ON DEMAND button on your remote control. This will take you to the On Demand main menu.
2. On the main Mediacom On Demand screen, you'll see a list of categories (like Movies & Events, Free On Demand, Premiums) to choose from. Highlight the category you wish to browse and press SELECT.
3. A list of available videos is displayed. Once you've located a video you want, highlight it and press SELECT. This will bring you to a screen that gives you more details on the video and, in many cases, allows you to watch a free preview.
4. Watch the video.
   - If the video is free, you'll have the option to start watching it immediately. Select 'Watch Now' to start the video.
   - If the video must be rented to view it, you'll need to rent it before starting to watch it. Select Rent & Watch Now (the price will be listed). You will be asked to confirm the purchase by selecting the THUMBS UP button on your remote control.

- If the video is free with a subscription and you are a subscriber, you'll have the option to start watching it immediately. Select 'Watch Now' to start the video. If you're not a subscriber, you'll see information about how to subscribe.

You can control Mediacom On Demand videos in much the same way that you control your TiVo recordings.

- **Pausing.** Press PAUSE on the your remote. To resume playing, press PLAY on your remote.
- **Rewinding.** Press REWIND on your remote control. When you are ready to watch, press PLAY.
- **Fast Forwarding.** Press FAST FORWARD on your remote control. When you are ready to watch, press PLAY. (NOTE: Some videos from the Mediacom On Demand library will not allow you to fast-forward.)
- **Stopping the video.** Once you've started watching your video, you can stop it at any time by pressing the LEFT arrow on your remote control. Partially watched videos are stored in the My Rentals folder.
- **Getting info.** While watching a video, press the INFO button on your remote control to see an information banner.

Partially and completely viewed on-demand videos are saved in the My Rentals folder as long as they are available on Mediacom On Demand and within the rental period.

To restart a video:

1. From the main Mediacom On Demand page, select the My Rentals folder.
2. Select the video you want to watch.

3. Select ‘Resume Playing’ to start playing from where you left off, or, to play the video from the beginning, press the RIGHT arrow to select ‘From Beginning.’

Exiting Mediacom On Demand

You can exit Mediacom On Demand at any time by pressing the TiVo button or the LIVE TV button on your remote control.

How to Order Mediacom Pay-Per-View

You can order Mediacom Pay-Per-View using your remote control.

To browse the Pay-Per-View program selections:

1. Tune to the Pay-Per-View channel then press SELECT to see program information.
2. Press GUIDE to search the current and upcoming Pay-Per-View listings.
3. From TiVo Central screen, choose ‘Find TV, Movies, and Videos,’ then choose ‘Search’ or ‘Browse TV & Movies.’

- If searching, use the letter grid to enter the first few letters of the title of the video you’re looking for, then, when found, highlight the video title in the middle pane of the screen (if the video is available from Mediacom Pay-Per-View, you will have the option to see Pay-Per-View details).

To order a Pay-Per-View program:

1. Rent & Record and press the RIGHT arrow button.
2. Confirm the Recording Options.
3. Confirm your order - “Yes, rent this program.”

To view Upcoming Showings:

1. View Upcoming Showings.
2. Select one of the upcoming times.
3. Select “Rent & Record.”
4. Confirm the Recording Options.
5. Confirm your order - “Yes, rent this program.”

Getting more info

Got a question? Here's how to find answers:

1. **Use the help screens on your TiVo DVR.** For general troubleshooting, go to the TiVo Central® screen, and select 'Settings & Messages,' then 'Help.'
2. **Get how-to information online.** You'll always find the latest information about what you can do with your TiVo DVR online at tivo.com/howto.
3. **Use online support.** Visit Mediacom Customer Support online at mediacomtoday.com/tivo for the most up-to-date information and to view instructional videos about using Mediacom On Demand.
4. **Call Customer Support.** If you still have questions, contact a Mediacom Customer Support agent by calling 1-855-MEDIACOM (1-855-633-4226).

Troubleshooting

How can I switch from HD to SD menus, or vice versa?

- Select ‘Settings & Messages’ from the TiVo Central screen. Then select ‘Settings,’ then ‘Displays,’ then ‘Choose TiVo Menus.’

What is the TiVo service?

- Think of TiVo service as the brains behind your TiVo DVR. The TiVo DVR uses the program information provided by the TiVo service to power the program guide, allow you to search for shows and schedule recordings, and more.

What happens if my TiVo DVR temporarily loses power?

- In the event of a power outage, any programs scheduled to record during the power outage will not be recorded. If a recording is in progress during a power outage, the recording will resume once power is restored and the DVR restarts. The recording will show up in two parts if the power is restored during the time the recording was made.

  Your Season Pass® requests, WishList® Searches, and all the existing recordings in the My Shows list will not be affected. Shows in your To Do List will record as scheduled once the power is restored.

I can’t go to one of my channels.

- Review your Channel List to make sure all the channels you subscribe to are marked with a yellow check. Compare the Channel List to the list of channels in your cable plan.

My TiVo remote control doesn't work with my TiVo DVR.

- Be sure you are using the TiVo DVR's remote control, and that you hold it so that the TiVo button points toward the TiVo DVR.
- Press any button on the remote. Does the light on the remote flash?
  - If the light does not flash, make sure the batteries are positioned correctly in the remote. If they are correctly positioned, try a new set of batteries. See the inside back cover of this guide for instructions on installing batteries.
  - If the light on the remote does flash, watch the lights on the front of the TiVo DVR. If lights on the front of the TiVo DVR do not respond to the remote, restart your TiVo DVR.
- You may not have the correct input selected on your TV. Use the Input, Source, or TV/Video button on your TV's remote to change the input.

I haven't recorded enough shows to fill my TiVo DVR, but when I try to schedule more shows, the TiVo DVR says there isn't room.

- The TiVo service includes smart scheduling features that track not only how much space you currently have on your TiVo DVR, but also how much space will be needed in the near future to record all the shows you have scheduled. If your TiVo DVR will be full in the near future, the TiVo service informs you and suggests options — such as allowing some shows to be deleted early — that will allow you to schedule additional recordings. With the TiVo service, you always have the final say over what gets recorded and how long it's kept.
- The amount of recording space the TiVo DVR needs varies from channel to channel and from show to show. In general, the more action you see on your screen, such as in fast-

moving sports or action movies, the more recording space is required. High-definition shows take up much more space than standard-definition shows.

How can I fit more shows in My Shows?

- To make space, delete some shows. To delete a show, highlight the title and press CLEAR.
- Reduce the number of recordings that are marked 'Keep Until I Delete.'
- Set up Season Pass recordings with the Recording Option 'First-run only' or 'New only' to record only new episodes.

Can I watch a show while it's being recorded?

- Yes, you can watch a show as it is being recorded; you can also watch any show from the My Shows list while other shows are being recorded.

Can I record more than one show at the same time, or watch one channel and record another?

The TiVo DVR is capable of recording up to four shows on different channels at the same time.

Why can't I adjust the recording quality of some shows?

- There's no option to change the recording quality of HD or digital broadcast shows. The TiVo DVR records the pure digital signal it receives.

How can I record a show (or shows) when there is a conflict?

- The TiVo DVR gives each repeating recording a priority. You can resolve some conflicts using the Season Pass Manager to change priorities.

- If you encounter a conflict for a single episode, you can see if the episode you want will air at a different time. Select the show from the To Do List, then select ‘View Upcoming Episodes.’
- You can sometimes resolve recording conflicts by changing the ‘Stop Time’ or ‘Start Time’ Recording Options.
- If a single episode of a repeating recording conflicts with another show, you can select that episode in the To Do List and change it independently of the rest of the repeating recording.
- Set up Season Pass recordings with the Recording Option ‘First-run only’ to record only new episodes. You’ll be less likely to run out of space in the My Shows list and less likely to encounter conflicts.
- Turn on the Overlap Protection™ feature.

I can’t find my show in a search even though I know it’s on.

- The TiVo DVR uses your Channel List to search for shows. Verify that the channel is selected in your Channel List. Does the channel have a check mark next to it? To give it one, highlight the channel and press SELECT.
- Look on the Network or Network & Phone screen (from the TiVo Central screen, select ‘Settings & Messages,’ then ‘Settings,’ then ‘Network’ for the time of the last successful connection to the TiVo service. If it was more than 36 hours ago, your TiVo DVR may be having trouble connecting to the TiVo service. Select ‘View network diagnostics,’ then ‘Test Connection’ to test the current settings. Once you have made a successful test connection, start a regular connection by selecting ‘Connect To The TiVo service Now.’ If your connection is successful, new program information will be downloaded and organized, and will become available to search in about one to five hours.

I can't search for shows. The TiVo DVR says it is organizing program information.

- Your TiVo DVR may not have all its program information yet. After initial installation, the TiVo DVR downloads some program information from the TiVo service. More program information becomes available after the next time the TiVo DVR connects to the TiVo service. After 24 hours, full information (up to 2 weeks) is available.
- If the TiVo DVR loses power while it is organizing program information, the organizing process will stop until the TiVo DVR makes a successful connection to the TiVo service, and then will start again. If your TiVo DVR lost power while it was organizing program information, you can get it to start organizing again by starting a connection to the TiVo service.

What happens if a live event I have scheduled to record goes into overtime?

- If the TiVo service detects that a recording you're setting up is of a live show (like a sporting event or an awards show) you'll see a message asking whether you'd like to add more time at the end of the recording, just in case it goes into overtime.
- If you are watching a show while it's being recorded, you can add extra recording time from the Recording Options screen.

Is there a way to record a show that will not be aired for weeks or months?

- Create an auto-recording WishList® search for shows that are not yet listed in the guide.
- If you know the date, time, and channel on which the show will air, you can create a manual recording to record it.

Why wasn't my show recorded?

- Make sure the TiVo DVR is connecting to the TiVo service.
- View your Recording History for an explanation of why the show did not record. Recording History is the first selection in the To Do List. Here are some reasons why a show may not have recorded:
  - When Season Pass recordings and other repeating recordings conflict, shows are recorded according to their priority in the Season Pass Manager.
  - If the show was a rerun, your Season Pass recording may be set to record First Run Only shows.
  - The show may have been deleted from the My Shows list by someone else in your household.
  - The show may have been canceled by the network.
  - There may have been a conflict when requesting another show, and the proposed resolution was to delete the missing show earlier than planned. If you accepted that resolution, the show would have been deleted.
  - There may have been a power outage that affected the recording.

My TiVo DVR did not record a show I requested on TiVo.com.

- A show's air time shown in red on tivo.com/tco indicates that this show is upcoming quickly and might not record on your TiVo DVR if you schedule it online. This is because there might not be enough time for your TiVo DVR to connect to the TiVo service and retrieve your recording request.
- Your TiVo DVR's Recording History may explain why the show did not record.

- If you chose to record the show only if it did not conflict with other recordings at the same time, the TiVo DVR may have found another airing of the show that did not conflict with other recordings. Check the To Do List to determine whether the show is still scheduled to record.
- Make sure the TiVo DVR is connecting to the TiVo service.
- If the show you requested airs on a channel you don't receive, the TiVo DVR cannot record it. If you receive the channel but it is not checked on the Channel List, the TiVo DVR cannot record from it. Every channel you receive that you wish to schedule recordings from should have a check mark beside it.

A show recorded at a different time than I requested.

- If you chose to record the show only if it did not conflict with other recordings at the same time, the TiVo DVR may have found another showing of the show that did not conflict with other shows.

Connecting to the TiVo service (Network connection)

You can make a connection with the TiVo service at any time. Go to the TiVo Central screen and select 'Settings & Messages,' then 'Settings,' then 'Network,' then 'Connect to the TiVo service Now.'

If you can't connect to the TiVo service, the problem might be in the connection of your TiVo DVR to your home network, or it might be in the connection of your home network to the Internet.

Try to go online and view a website from a computer on the same network as your TiVo DVR. If you can't browse the web from your computer, troubleshoot the connection from your home network to the Internet.

If you can browse the Internet from your computer, make sure that all cables going to the TiVo DVR are securely attached. If they are, try restarting the TiVo DVR.

How can I get the best picture quality?

- Make sure you are using the best video output format for your TV.
- Do not connect the unit through a VCR. Video signals fed through VCRs may be affected by copyright protection systems and the picture will be distorted on the television.

How do I get rid of the bars at the top and bottom or sides of the picture?

Letterbox bars (at the top and bottom) and side bars may be added to a show by the broadcaster, by the TiVo DVR, or by your TV. In some cases, it may be difficult to determine the source of the bars in order to determine how to eliminate them.

- Set the TiVo DVR's Letterbox Color to gray. From 'Settings & Messages,' select 'Settings,' then 'Video,' then 'Letterbox Color.' Since most broadcasters add black bars, making the TiVo DVR bars gray will help you determine the source of the bars.
- Make sure your TV Aspect Ratio is set correctly. From 'Settings & Messages,' select 'Settings,' then 'Video,' then 'TV Aspect Ratio.'
- Use the ZOOM button on the TiVo remote to find an Aspect Correction mode that minimizes the bars.
- Check your TV's owner's manual for information about how it may be adding letterbox or side bars to the picture.

The audio and video are out of sync.

- The audio and video may re-sync if you change channels.
- You may be able to re-sync audio and video by pressing the REPLAY button on the remote control.
- Press the TiVo button to go to the TiVo Central screen, then press the LIVE TV button to return to live TV.
- Restart your TiVo DVR.

My TiVo DVR was working, but now the picture is frozen.

- Try changing channels several times.
- Press PAUSE, then PLAY.
- Restart your TiVo DVR.

I don't get a picture now, even though I have been able to get one in the past.

- Your TV may not be set to the correct input. Most TVs have an input button that says either "TV/Video," "Input," or "Source." It may be on the TV or on the TV remote control. Look at your TV and TV remote and try changing the input setting.
- Use the FORMAT button on the front of the TiVo DVR to cycle through the various video output formats.
- Check to make sure all of the appropriate cables are firmly connected to your TiVo DVR, television, and other audio/video equipment.

- Someone in your household may have placed the TiVo DVR in Standby mode. To return to normal mode from Standby, press either the TiVo button or the LIVE TV button on your TiVo remote control.

My audio system is set up to play in stereo, but it is only playing mono.

- Make sure that Default Audio Program (stereo) is selected on the Audio settings screen, and be sure you connected audio using the TiVo DVR's L/R Audio Out jacks.

I can't select an alternate audio track.

- Recorded shows, such as those in the My Shows list, always have only one audio track, the one they were recorded with.
- You cannot change the audio track if you are watching a live show, but are not caught up to live TV. Catch up to live TV by pressing the ADVANCE button. Changing the audio program will clear the saved part of the show you are watching, so you will only be able to rewind live TV to the point where you changed the audio program.

My shows are playing in the wrong language.

- You may have selected the wrong language in the Default Audio Language setting. To modify this setting, select 'Settings & Messages,' then 'Settings,' then 'Audio,' then 'Alternate Audio.'

I see a gray screen with a message that says "Searching for signal."

Your TiVo DVR is having trouble tuning to the channel you are on. Follow these steps to restore the video:

- Try changing channels. If the message appears on just a few channels, you may be tuned to a channel to which you do not subscribe, or you may be experiencing a weak signal on a channel to which you do subscribe.
- Your video cable may have come loose. Make sure all the cable connections on the back of your TiVo DVR are secure.
- The cables you are using to connect your TiVo DVR to your TV or other equipment may be damaged or defective. Try exchanging the cables connected to the TiVo DVR with other cables that you know are working properly.

My Parental Controls are not working.

- For Parental Controls to work, they must be on (not temporarily turned off). When you enter your password to watch a show that violates Parental Controls, they are temporarily turned off. You can re-enable them on the Parental Controls screen (from the TiVo Central screen, select ‘Settings & Messages,’ then ‘Settings,’ then ‘Parental Controls’), or by putting your TiVo DVR in Standby mode and then taking it out of Standby. (Put your TiVo DVR in Standby mode by selecting ‘Settings & Messages,’ then ‘Standby.’ To return to normal mode from Standby, press either the TiVo button or the LIVE TV button.)
- KidZone and Parental Controls cannot be used together. Setting up KidZone clears all Parental Controls settings and turns off Parental Controls.

How do I restart the TiVo DVR?

You may need to restart your TiVo DVR as a troubleshooting step.

Note: The restarting process can take 10 - 15 minutes.

To restart the DVR:

- When using TiVo with HD menus, go to TiVo Central screen and select ‘Settings & Messages,’ then ‘Help,’ then ‘Restart or reset system,’ then ‘Restart the TiVo Box.’ As a safety measure, enter press THUMBS DOWN three times, then press ENTER.
- When using TiVo with SD menus, go to TiVo Central screen and select ‘Settings & Messages,’ then ‘Restart or reset system,’ then ‘Restart the TiVo Box.’ As a safety measure, press THUMBS DOWN three times, then press ENTER.
- If you cannot access the TiVo menus, you can restart the TiVo DVR by unplugging the power cord, waiting 15 seconds, and plugging the power back in.

When the restart process is complete, a TiVo welcome video may begin playing automatically. Press the TiVo button to bypass this video and go directly to the TiVo Central screen.

Remote Control Tips

Program your TiVo® remote to control your TV or A/V receiver. See Customize Your TiVo Remote to the right.

Press the **TiVo button** once to go to the TiVo Central® screen, or twice to go to the My Shows list—your list of recorded shows.

Press **LIVE TV** to switch between tuners.

Press **FAST-FORWARD** and **REWIND** up to 3 times for 3 speeds. Press PLAY to resume normal play.

REPLAY ® replays the last 8 seconds of a show.

Press **CLEAR** to delete a title in a list (like the My Shows list) or to hide things that aren't part of the show you're watching (like the TiVo channel banner).

Press **GUIDE** to see the TiVo program guide, then press **ENTER** or **INFO** (while the guide is visible) for Guide Options that let you change the way channels display or show only certain types of shows.

When you're viewing the TiVo program guide, press **FAST-FORWARD** or **REWIND** to move the displayed time incrementally. Or, you can press **ADVANCE** ® to jump 24 hours ahead and **REPLAY** to go back 24 hours.

CHAN UP/DOWN does more than change the channel—it also pages up or down through lists of shows or menu items.

Press **ADVANCE** to move forward 30 seconds. Press and hold to catch up to live TV or jump to the end of a recorded show. Press and hold **REPLAY** to jump to the beginning of a show.

Inserting the Batteries

1. Open the battery door:
   Push the battery door where it comes to a point, near the center of the back of the remote, to open.
2. Insert the batteries (supplied). Match the + and - marks on the batteries to the + and - marks in the compartment.
3. Replace the battery door.

Remote Control Troubleshooting

Press any button on the remote. Does the red light above the TiVo button on the remote flash?

If the red light does not flash, make sure the batteries are positioned correctly in the remote. If they are correctly positioned, try a new set of batteries.

If the red light on the remote does flash, but the lights on the front of the TiVo box do not respond to the remote, restart your TiVo box by unplugging it, waiting 15 seconds, then plugging it back in.

See the Troubleshooting chapter in the *Viewer's Guide* for more help with your remote control.

Customize your TiVo® remote

Some buttons on your TiVo remote are programmable:

TV POWER

TV INPUT

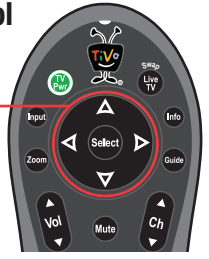
VOLUME & MUTE (can control sound on your TV or A/V receiver)

To program your TiVo remote, press the TiVo button to go to the TiVo Central® screen and select ‘Settings & Messages,’ then ‘Settings,’ then ‘Remote, CableCARD, & Devices,’ then ‘Remote Control Setup.’ Follow the easy on-screen instructions.

On-Screen Menus and the Remote Control

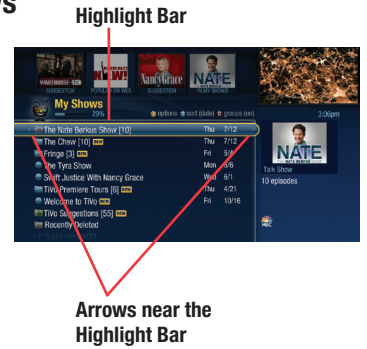
To navigate the TiVo® DVR’s on-screen menus, use the remote control’s arrow buttons to move to the option you want, then press SELECT.

The LEFT arrow button often takes you to the previous screen.



Two Types of On-Screen Arrows

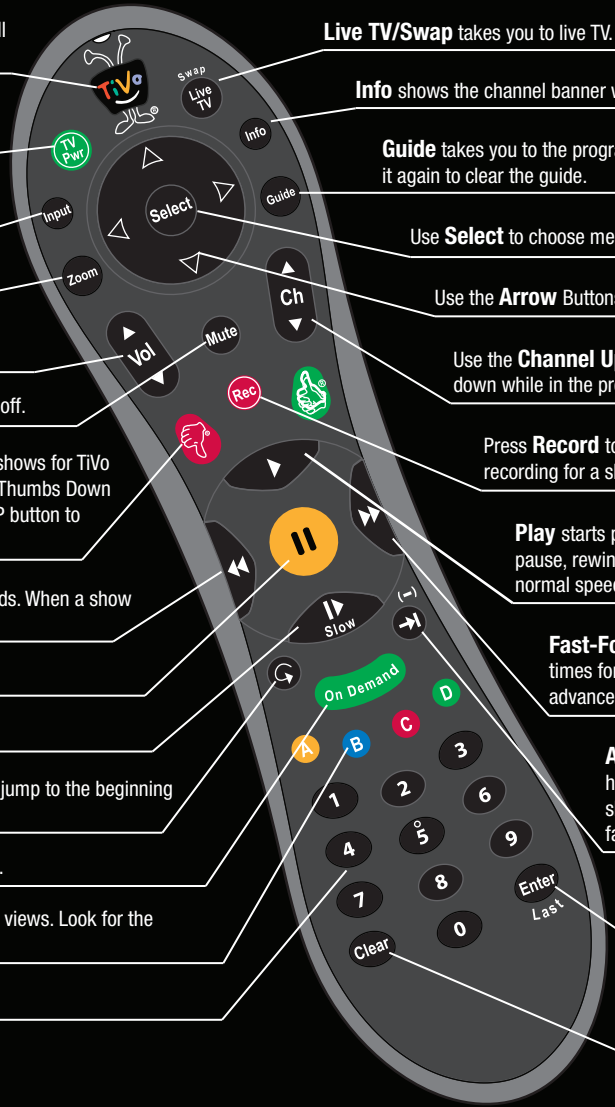
The arrows that appear beside or near the highlight bar show the directions it can move. For example, on this screen, you could press the RIGHT arrow to view details about the highlighted title, or the LEFT arrow to go back to the previous screen.



When you see page up or page down arrows at the top or bottom of the screen (or a list), press the CHAN UP/DOWN button to jump an entire page at a time.

CHAN UP/DOWN Button

TiVo® DVR Remote Control



The **TiVo** button takes you to TiVo Central®, the starting point for all your TiVo features and settings.

If programmed, **TV PWR** turns your TV or A/V receiver on/off. See the inside back cover of this guide for more information.

Use **Input** to select the input (such as TiVo DVR, DVD player, game system) your TV displays.

Use **Zoom** to change aspect ratio of shows on your TV.

If programmed, **Volume** controls the volume on your TV or A/V receiver.

If programmed, **Mute** turns the volume on your TV or stereo on or off.

Use the **Thumbs Up and Thumbs Down** buttons to rate shows for TiVo Suggestions. You can give up to three Thumbs Up (great!) or three Thumbs Down (terrible!). In TiVo with HD menus, you can also use the THUMBS UP button to mark any video provider, category, or collection as a favorite.

Rewind rewinds a show. Press it up to three times for three speeds. When a show is paused, press Rewind to go back frame-by-frame.

Pause freezes a show. Press it again to resume playing.

Slow plays a show in slow motion.

Replay repeats the last 8 seconds of the show. Press and hold to jump to the beginning of a show.

On Demand takes you to a list of available Video on Demand titles.

In TiVo with HD menus, the A B C D buttons sort and filter views. Look for the onscreen tips.

Use **Number** buttons to enter channel numbers.

Live TV/Swap takes you to live TV. If you're watching live TV, use it to swap tuners.

Info shows the channel banner while watching live TV; press it again to make it disappear.

Guide takes you to the program guide, where you can find shows to watch or record. Press it again to clear the guide.

Use **Select** to choose menu options or shows to record.

Use the **Arrow** Buttons to navigate the TiVo menus and the program guide.

Use the **Channel Up/Down** buttons to change the channel and to page up or down while in the program guide or TiVo menus.

Press **Record** to start recording the show you're watching, or to set up a recording for a show selected in the program guide.

Play starts playing a show from the My Shows list. When you are using pause, rewind, fast-forward or slow, pressing Play will resume playing at normal speed.

Fast-Forward fast-forwards through a show. Press it up to three times for three speeds. When a show is paused, press Forward to advance frame-by-frame.

Advance moves forward in 30-second increments; press and hold to jump to the end of the show. While viewing a recorded show, press Advance to jump to the next tick mark when fast-forwarding or rewinding.

Enter/Last returns you to the last channel tuned to in live TV. In the program guide, press Enter/Last to see Guide Options.

Clear removes the display of the channel banner or program guide, and deletes titles from the My Shows or To Do list.